

Online Zoom Tips for Members by Members

This document has been created by some Members of the Expert by Experience Panel as a response to supporting each other with online engagement.

Before You Enter a Meeting:

Allow Enough Time:

- ✓ Ensure you have enough time to prepare and logon.
- ✓ Aim to be ready to join the meeting (to click on the Zoom link or equivalent) at least 5 minutes before the meeting is due to start. (Give more time if there will be more than 10 attendees.)
- ✓ Some hosts will **lock** the meeting once it starts; if they do this, they will not see you in the waiting room and you are late then you will not be able to get in. So will need to contact (phone, email, SMS) them to let know you are ready to join the meeting.

Your environment:

- Comfortable, clean, quiet environment.
- Get everything ready: paper, pen, drink, tissue, etc.
- Turn off any distractions: TV, radio, music, other people, babies, maybe phone.
- Better to avoid toilet flush being in audible range if other people are around.
- Zoom attendees usually love to see pets (so bring in your cat if you wish!)
- Ensure nothing is visible that you'd rather other people not see.
- Consider what you are wearing, remember you may need to get up at some time.

Your Hardware and Software:

- Your camera should be in front of you and roughly at arm's length.
- Before entering meeting: get your microphone & camera ready, put on your headphones.
- Ensure you can get to your device's volume control easily.
- Check that your device (laptop, phone) has enough charge for the meeting. Else, plug it in!
- Better to be in landscape, rather than portrait on the camera. Perhaps turn phone sideways?

Zoom setup inside app & on Zoom website:

- Use the Zoom settings page to test microphone & video. (Explain how to do this.)
- You probably won't need to change any settings inside the Zoom app. (But see the settings section below for info about this.)

How to Enter a Meeting:

1. Zoom link in email, zoom app window, web portal. (The latter 2 need Meeting ID & password which will be in the meeting invite email)
2. Using computer or phone.
3. The windows that pop up during the process of entering a meeting.
4. On first entering: make sure that you unmute mic & video

5. Etiquette to smile & say hello. This also ensures people can hear you. Your video box will show a border (always yellow?) when you are talking (or other sound is entering your mic).
6. Ensure that you can hear others and that you can be heard.
7. If you wish to change your name in your Zoom box, then right click (or phone etc.) on your existing name and select "rename" (unless host has disabled this option).
8. The host may express some preferences such as requiring everyone to stay muted unless speaking. If so, using the 'spacebar' keyboard shortcut will be useful here. (See Keyboard Shortcuts section.)
9. On a computer you can go to full screen by clicking on the broken square symbol at top right.

Problems Getting into the Meeting:

No video of self:

Check camera - is the light on (if relevant for your device)? Is your camera enabled in Zoom? If external webcam, then check your connections; unplug camera and plug in again. Test your video in the settings page (on computer this is the arrow to right of the camera icon), ... etc.

No sound from self:

Return to Zoom audio settings & check mic; check external mic connections; unplug mic and plug back in, etc. If there is a crackle when you wiggle either end of the cable, then you may have a faulty cable (loose connection).

No sound from others:

- Have you forgotten to put your headphones on? (I do this all the time!)
- Check your computer/phone (not your mic) is not muting the sound, check volume is high enough, on Win10 bring up volume mixer and check the Zoom column on the far right, etc.

Other Problems (or if the above doesn't work):

1. Use the **chat box** (demonstrate how to do this) to write a message to the host letting them know you are having problems. They may be able to help.
2. Exit Zoom (using the close window button, or equivalent) and re-enter as you did before (eg: email link)
3. Close other apps on your device (to give more memory and CPU resource) & try re-entering.
4. Try different ways of entering: direct Zoom link, App window, Browser method.
5. Exit Zoom and reboot your device, then re-enter Zoom. (Better to do *cold* start: shut down completely, wait 10 seconds, boot up. This clears the memory and other resources more effectively than a mere restart (or warm boot).)
6. If everything fails and you can't use the chat box, then phone the host (if you have their number) or send them an email/text.
7. (Edit Note: anything else to add to this list?)

Being in the Meeting:

Quick guide to the meeting interface

- (Un)Mute video & audio

- Video & audio Settings
- Full screen
- Participants list
- Reactions (raised hands, etc.)
- Recording
- Sharing screen
- Chat box use - can be to selected individuals or to everyone.
- On a computer you can go to full screen by clicking on the broken square symbol at top right.
- Grid & speaker view
- Grid & other views while screen sharing.
- ...Etc.

(Note: "Recording" red light - if someone is recording the session without asking then you can object. It may be an accident!! You will always be able to see when session is being recorded. This indication cannot be disabled, even by the host.)

Using settings and other controls while in the meeting:

(See Appendix A: Zoom Settings)

Meeting etiquette:

- ✓ Don't interrupt. If you want to butt in then use 'Reactions' to put up your hand icon.
- ✓ Remember that some face to face non-verbal signals can't be used on this platform, for example there is no eye contact, no one knows anyone's direction of gaze. This may be disconcerting for some until they get used to it. Find other ways of communicating the same messages.
- ✓ Etc.

Temporarily leaving the meeting:

If you need to get up during the meeting (for toilet, phone, etc.) remember to mute your microphone, possibly disable your camera, as needed. No need to do this if you are just getting up for a moment, for example to close the curtains.

Helping other attendees:

If you spot someone who seems to be having a problem, then tell the host (who may not have noticed). For example, you may see someone's mouth moving with no sound although they are not muted. The host's attention is in demand by both the attendees and the tech so you may have a better chance of spotting details like this especially in a large meeting.

Extra Meeting Features

Sharing Screens:

According to host settings, members may share screens

Breakout Rooms:

Splitting temporarily into small groups within the meeting. For large meetings the host may opt to use this for small group activities. This is usually timed and when the time ends you will automatically be brought back to main group – this can feel abrupt!

Troubleshooting Problems in the Meeting

When in trouble remember the chat box, and the reactions option (such as raise a hand).

Problems with your, or others' video, especially if you are using a slow Internet connection and the images are jerky and delayed, could be a bandwidth problem so turn off your camera, go to audio only, see if this helps. (Video takes a *lot* more bandwidth than audio.)

Appendix A: Zoom Settings:

- If you feel confident, run Zoom on your computer (or phone) and experiment, get to know the interface.
- Guide to using settings inside the Meetings window (audio, video, background, etc.)
- Guide to using settings on the Zoom website. (The meetings app & website settings work in combination.)
- (Note that the above 2 guides need to mention the limitations for old hardware systems, eg: with backgrounds, video delay.)
- How to set up a profile picture.
- How to change your Zoom name permanently (as opposed to the temp change available inside meeting).

I'm unsure, however, I've pasted a few below for you, let me know if you need any specifics if they are not below:

- [Enabling breakout rooms](#)
- [How Do I Host A Video Meeting?](#)
- [Joining a Meeting](#)
- [How do I Start or Join a Scheduled Meeting as the Host?](#)
- [Inviting others to join a meeting](#)
- [Can I Host Concurrent Meetings?](#)
- [Scheduling meetings](#)
- [Scheduling Recurring Meetings](#)
- [Converting a meeting to a webinar](#)
- [Recover a deleted meeting](#)
- [Meeting templates](#)
- [Join Before Host](#)
- [Using Personal Meeting ID \(PMI\)](#)
- [Meet Now vs Scheduled Meetings](#)

- [How Do I Update A Scheduled Meeting?](#)
- [Alternative host](#)
- [Scheduling privilege](#)
- [Desktop Client Calendar and Contacts Integration](#)
- [Registration for Meetings](#)
- [Polling for meetings](#)
- [Hosting a Personal Audio Conference meeting](#)
- [Calendar of Public Meetings and Webinars](#)
- [Meeting Details Do Not Show Up in Outlook when using Schedule Feature](#)
- [Disable Google Hangout on Google Calendar](#)
- [End of Meeting Feedback Survey](#)
- [Displaying participants in gallery view](#)
- [In-Meeting Chat](#)
- [Controlling and disabling in-meeting chat](#)
- [Saving in-meeting chat](#)
- [Meeting and webinar passwords](#)
- [Pre-assigning participants to breakout rooms](#)
- [Hiding or showing my video on my display](#)
- [Will I be charged for using a dial-in number to join a Zoom Meeting?](#)
- [Personal meeting ID \(PMI\) and personal link](#)
- [Where can I find the meeting invitation text?](#)
- ["Your Attendees Are Waiting" Email Notification](#)
- [Encryption for Meetings](#)
- [What is a Meeting ID?](#)
- [How Do I Transfer My PMI and URL From a Basic Account?](#)
- [Signing in during a meeting](#)
- [Time limits for idle meetings](#)
- [Why is my meeting timing out?](#)
- [Error codes and messages for meetings and webinars](#)